

***Remarks***

Reconsideration of this Application is respectfully requested.

Upon entry of the foregoing amendment, claims 3-26 are pending in the application, with claims 3 and 15 being the independent claims. Claims 1 and 2 are sought to be cancelled without prejudice to or disclaimer of the subject matter therein. New claims 3-26 are sought to be added. These changes are believed to introduce no new matter, and their entry is respectfully requested.

Based on the above amendment and the following remarks, Applicants respectfully request that the Examiner reconsider all outstanding objections and rejections and that they be withdrawn.

***Objections to the Specification***

The Examiner objected to the first paragraph of the specification because a related U.S. Patent Application was not identified by application number. Applicants have amended the paragraph to add the missing information. This change is believed to introduce no new matter, and its entry is respectfully requested. Therefore, Applicants respectfully request that this objection be withdrawn.

***Objections to the Drawings***

In a prior Office Action mailed February 21, 2003, the Examiner objected to FIG. 2 because the reference numerals therein did not match the reference numerals in the

specification. On July 21, 2003, Applicants submitted a corrected drawing sheet for FIG. 2 to the Official Draftsman in response to this objection.

However, in the Office Action dated October 22, 2003, the Examiner did not indicate whether or not the drawings were accepted in light of this correction. Consequently, Applicants have attached hereto another copy of corrected FIG. 2 for the Examiner's consideration. In corrected FIG. 2, the proposed changes are indicated in red. Applicants respectfully request that the Examiner approve the corrected drawing and withdraw the outstanding objection.

***Rejections under 35 U.S.C. § 103***

The Examiner rejected claim 1 under 35 U.S.C. § 103(a) as unpatentable over U.S. Patent No. 6,144,938 to Surace *et al.* ("Surace") in view of U.S. Patent No. 6,240,391 to Ball *et al.* ("Ball"). The Examiner has rejected claim 2 under 35 U.S.C. § 103(a) as unpatentable over U.S. Patent No. 5,864,605 to Keshav ("Keshav") in view of Ball. By the foregoing amendments, claims 1 and 2 have been cancelled without prejudice to or disclaimer of the subject matter therein, thereby rendering these rejections moot. Consequently, Applicants respectfully request that these rejections be withdrawn.

***New Claims***

Applicants have added new claims 3-26. The addition of these claims is believed to add no new matter and their entry is respectfully requested.

Claims 3-14 are directed to a method for providing an interactive voice response service. In particular, independent claim 3 recites a method for providing an interactive voice response service that includes:

selecting a script formatted in accordance with a language for scripting interactive voice response services and having embedded therein an element of a high-level programming language;

processing the script, wherein processing the script includes executing the element of the high-level programming language to dynamically generate a script fragment formatted in accordance with the language for scripting interactive voice response services and replacing the element of the high-level programming language with the generated script fragment to provide a processed script; and

interpreting the processed script to generate a voice response.

The art of record does not teach or suggest each of the foregoing steps. For example, Surace, Ball, and Keshav, alone or in combination, do not teach or suggest each of the foregoing steps. Consequently, Applicants respectfully submit that claim 3 is patentable over the art of record. Furthermore, since claims 4-14 depend from claim 3 and therefore include each and every step recited therein, Applicants also respectfully submit that these claims are also patentable over the art of record.

Claims 15-26 are directed to an interactive voice interface. In particular, independent claim 15 recites an interactive voice interface that includes:

an application program adapted to select and process a script wherein the script is formatted in accordance with a language for scripting interactive voice response services and has embedded therein an element of a high-level programming language and wherein processing the script includes executing the element of the high-level programming language to dynamically generate a script fragment formatted in accordance with the language for scripting interactive voice services and replacing the element of the high-level programming language with the generated script fragment to generate a processed script; and

an interpreter adapted to interpret the processed script to generate a voice response.

The art of record does not teach or suggest each of the foregoing features. For example, Surace, Ball, and Keshav, alone or in combination, do not teach or suggest each of the foregoing features. Consequently, Applicants respectfully submit that claim 15 is patentable over the art of record. Furthermore, since claims 16-26 depend from claim 15 and therefore include each and every feature recited therein, Applicants also respectfully submit that these claims are also patentable over the art of record.

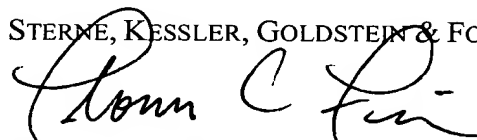
***Conclusion***

All of the stated grounds of objection and rejection have been properly traversed, accommodated, or rendered moot. Applicants therefore respectfully request that the Examiner reconsider all presently outstanding objections and rejections and that they be withdrawn. Applicants believe that a full and complete reply has been made to the outstanding Office Action and, as such, the present application is in condition for allowance. If the Examiner believes, for any reason, that personal communication will expedite prosecution of this application, the Examiner is invited to telephone the undersigned at the number provided.

Prompt and favorable consideration of this Amendment and Reply is respectfully requested.

Respectfully submitted,

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